History in Brief

1988

Date	Event
20 July	The Commissioner for Administrative Complaints (“COMAC”) Bill was passed by the Legislative Council (“LegCo”)

1989

Date	Event
1 February	The COMAC Ordinance was enacted
	First Commissioner Mr Arthur Garcia, JP assumed office
1 March	The Office of COMAC became operational with staff seconded from Government
15 November	COMAC became a member of the International Ombudsman Institute (“IOI”)

1993

Date	Event
21 July	Legislative review completed, the COMAC (Amendment) Bill was introduced into LegCo

1994

Date	Event
1 February	Second Commissioner Mr Andrew So, JP assumed office
24 June	The COMAC Ordinance was amended: • to enable the public to lodge complaints directly, instead of by referral from LegCo Members • to extend the jurisdiction to some major statutory bodies • to empower the Commissioner to publish anonymised investigation reports • to empower the Commissioner to initiate direct investigation
30 June	Advisers were appointed to provide expert advice and professional opinion
1 July	Chinese title of the Commissioner was changed to「申訴專員」and the Office to「申訴專員公署」

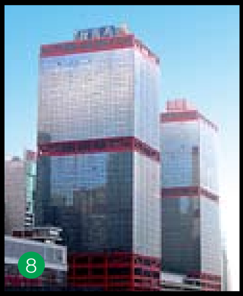
1. Feb 1989 – First Commissioner Mr Arthur Garcia, JP **2.** Jun 1994 – Appointment of advisers
3. Oct 1995 – Second Commissioner Mr Andrew So, JP at IOI Symposium

Date	Event
1995	
1 March	Jurisdiction was extended to investigation into alleged breach of Code on Access to Information
24-26 October	The Commissioner hosted the 15th Australasian and Pacific Ombudsman Conference and the International Ombudsman Symposium
1996	
1 March	Non-official Justices of the Peace ("JPs") were enlisted in a JPs Assistance Scheme
16 April	The Ombudsman's Office participated in the establishment of the Asian Ombudsman Association ("AOA") and became a founding member
12-13 June	First Complaint Management Workshop for public officers was organised
5 September	Resource Centre was opened
24 October	The Ombudsman was elected to the Board of Directors of the IOI
27 December	English titles were changed to "The Ombudsman" and "Office of The Ombudsman"
1997	
1 April	Mediation service was launched as an alternative dispute resolution method
25 July	The Ombudsman's Awards were introduced to acknowledge public organisations handling complaints positively
1998	
8 May	The Ombudsman was elected Secretary to the AOA

4. Jun 1996 – 1st Complaint Management Workshop **5.** Sep 1996 – Opening of Resource Centre
6. Jul 1997 – 1st Ombudsman's Awards Presentation Ceremony

History in Brief

	Date	Event
1999	1 April	Third Ombudsman Ms Alice Tai, JP assumed office
	22 July	The Ombudsman's Awards were extended to acknowledge public officers' contribution towards better quality services
2000	27 July	The Ombudsman's Awards were further extended to acknowledge public officers handling complaints professionally
	2 November	The Ombudsman was elected to the Board of Directors of the IOI
2001	28 March	Telephone complaint service was introduced
	19 December	The Ombudsman (Amendment) Ordinance 2001 came into operation: • to establish The Ombudsman as a corporation sole with full powers to conduct financial and administrative matters • to empower The Ombudsman to set terms and conditions of appointment for staff • to adopt systems and processes separate from Government
2002	6 September	Office moved to permanent accommodation at Shun Tak Centre in Sheung Wan
	16 October	The Ombudsman was elected Secretary to the IOI



7. Jul 1999 – Third Ombudsman Ms Alice Tai, JP at The Ombudsman's Awards Presentation Ceremony
8. Sep 2002 – Permanent Office at Shun Tak Centre **9.** Nov 2003 – Training in mediation
10. Oct 2005 – Signing of "Memorandum of Administrative Arrangements"

20th Anniversary

Date	Event
2003	
November	Training in mediation was provided for public officers to promote such service among public organisations
2004	
1 April	Ms Alice Tai, JP started her second term (2004 – 2009) as The Ombudsman
10 September	The Ombudsman was re-elected as Secretary of the IOI
13 December	With the departure of the last civil service secondee, this Office was staffed by a workforce entirely appointed by The Ombudsman under The Ombudsman Ordinance
2005	
24 October	A “Memorandum of Administrative Arrangements” was signed between the Director of Administration and The Ombudsman to set out the general principles and guidelines governing the administrative arrangements for this Office
28 November – 1 December	The Ombudsman hosted the 9th AOA Conference
2008	
5-8 November	The Ombudsman hosted the Board of Directors Meeting of the IOI
2009	
9 March	Government announced the appointment of Mr Alan Lai Nin, GBS, JP as The Ombudsman for the next five-year term starting 1 April 2009

11. Nov 2005 – 9th AOA Conference
12. Nov 2008 – Board of Directors Meeting of the IOI
13. Mar 2009 – Fourth Ombudsman Mr Alan Lai Nin, GBS, JP